

MomentiveIQ Identity and Donor CRM Integration via Momentive Datahub

Last Modified on 03/06/2026 1:39 pm PST

Availability: *This experience is currently available only to early adopters.*

Overview

MomentiveIQ Identity introduces a single, secure login across GiveSmart modules: **Donor CRM, Events, and Fundraise**. This update improves security, simplifies access, and lets you move between products without logging in again.

What to expect

- Admins will receive an email from **Momentive Password Support** to set or reset their password.
- This email is expected as part of the transition to MomentiveIQ Single Sign-On (SSO).

Tip: Check your spam or junk folder if you don't see it.

After resetting your password

To avoid login issues:

1. Sign out of all GiveSmart products.
2. Close any open browser tabs or windows.
3. Open a new browser window (or use an incognito/private window).
4. Log in using your newly reset password.

This clears older login sessions and prevents errors when switching products.

What this means for you

- **One login, multiple products:** Sign in once to access Events, Fundraise, and Donor CRM.
- **Seamless navigation:** Switch between products without re-authenticating.
- **Important:** Select **“Remember me”** during login to ensure smooth switching via the 9-dot menu.

Accessing GiveSmart

If you have access to one account

- You'll be taken directly to your dashboard after logging in.

If you have access to multiple accounts

- You'll be prompted to choose which account to work in.
 - You can switch accounts anytime—no logout required.
-

Switching Between Modules

Use the **Application Switcher (9-dot menu)** in the top-right corner to move between Donor CRM, Events, and Fundraise.

- No additional login required.
 - If you manage multiple accounts, you may be asked to confirm which one is correct.
-

Near Real-Time Data Published via Datahub

GiveSmart Events and Fundraise now publish data through the Datahub, replacing daily batch imports with near-real-time synchronization. This update does not impact your existing data mappings, nor does it change which data fields are synced.

What's unchanged

- Existing data mappings
- Fields that sync to CRM

What's improved

- Contacts and donors appear in CRM shortly after creation.
- Transactions appear within minutes of settlement.

Data control options

- **Manual review on:** Data appears for review before being added to CRM.
 - **Manual review off:** Data syncs automatically.
-

Frequently Asked Questions (FAQs)

My password reset link expired—what should I do?

Click **“Trouble signing in”** on the login page to request a new reset email.

I reset my password, but still see a login error. Why?

Your browser likely has an older GiveSmart session saved.

Fix: Close all GiveSmart tabs, open a new (or incognito) window, and log in again.

Why am I asked to log in again when switching products?

You likely didn't select **"Remember me"** during login.

What if my session times out?

You'll be prompted to log in again through MomentiveIQ Identity.

I forgot my password—what do I do?

Use the **"Trouble signing in"** link on the login page.
